



# for Diabetes

**Empowering People with  
Diabetes to Live Better and  
Healthier Lives**

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October 27, 2020



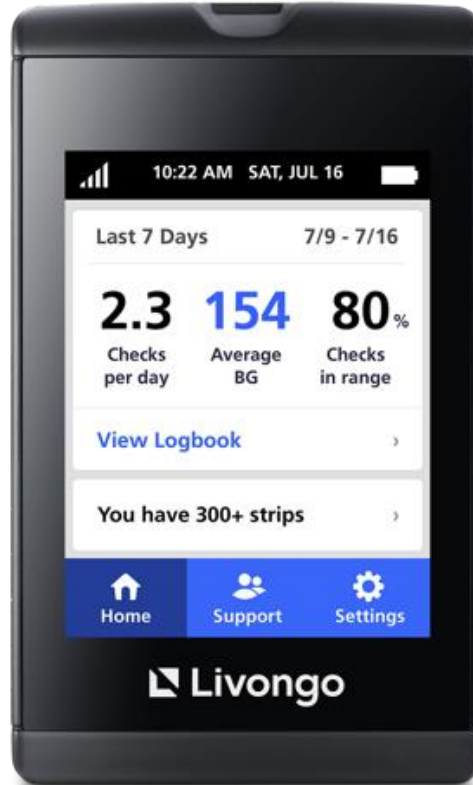
# Livongo! Who is Eligible?

Members actively enrolled in the Express-Scripts pharmacy plan(s) offered by the State of Vermont, and identified as having Type 1 or Type 2 diabetes, including:

- Employees
- Spouses / Domestic partners
- Dependents, including under 18 years old
- Retirees

# Livongo Connected Blood Glucose Meter

- Bright and accessible touchscreen
- Seamlessly stores readings in Livongo cloud
- Real-time feedback and analytics
- Cellular connectivity



Only one click to:



contact a coach



Share health report



order strips



contact support

# Unlimited Strips Remove Barriers to Checking

- **Strips automatically shipped** to Members when supplies run low
- **Meter and Mobile App** allow one-click strip ordering by Members as needed

Type 1      Type 2  
**2.7**      **1.5**

Average checks per day  
over last 120 days

**3M**

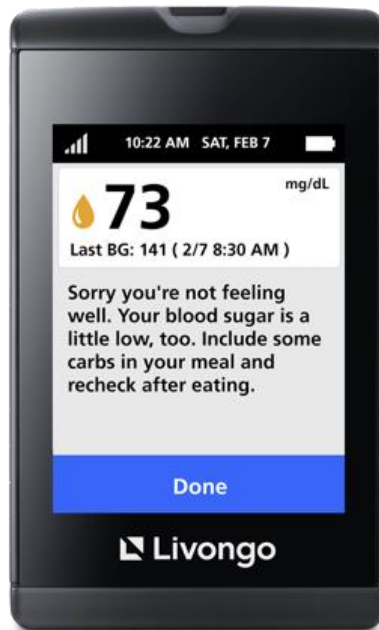
Checks per month

1. Livongo member data on file, March 2019. Average checks per day are for days during which members are performing blood glucose checks.



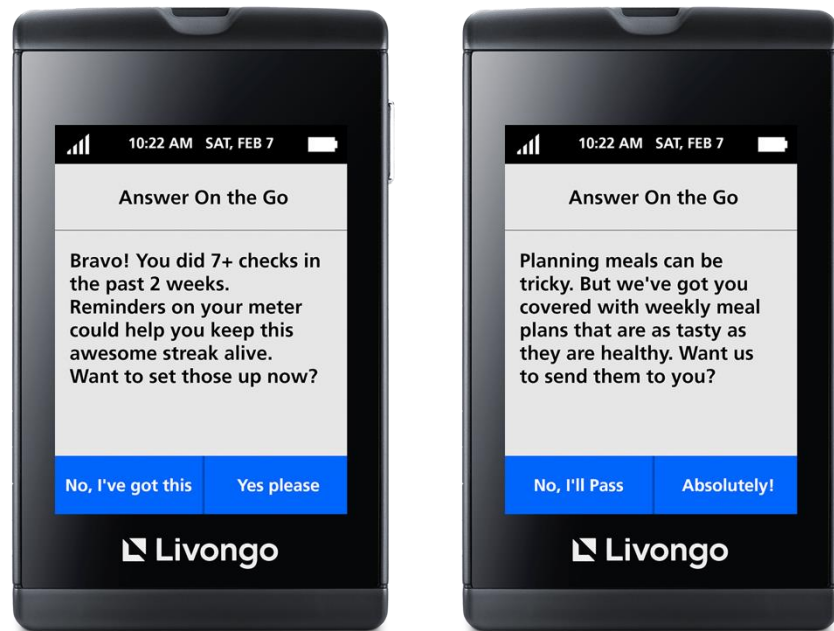
# Real-Time Analytics and Feedback for Blood Glucose Checks

- **Dynamic response** based on glucose level, food intake, timing, and how Member is feeling
- **Helps Members understand** what numbers mean
- **Provides guidance** on how to respond to high or low readings<sup>1</sup>



# Health Nudges™: Engagement Powered by Machine Learning

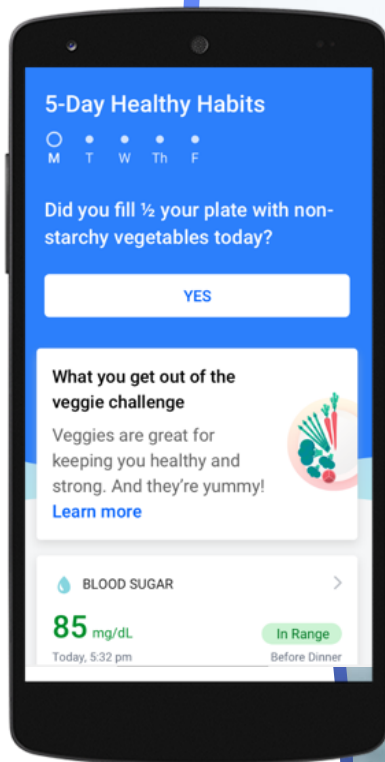
- **Positive reinforcement:** Encouragement and affirmation to increase engagement
- **Feature referrals:** Intelligently connect members with program features and benefits
- **Digital coaching:** based on patterns and trends



# 5-Day Challenges Drive Small Changes for Big Wins

Self-paced exercises designed to create lasting behavior change

- Short, structured engagement
- Attainable goals
- Accountability via reminders and push notifications
- Daily support and tips



# Lifestyle Changes Lead to Positive Outcomes



Fill  $\frac{1}{2}$  of your plate with non-starchy vegetables at least once a day.



Swap 1 sugary beverage with 1 glass of water a day.



Practice deep breathing once a day.



Get 7-9 hours of sleep.



Add a 10-minute walk to your routine

# Expert Coaches



- **Highly qualified:** certified diabetes educators, following ADCES curriculum and ADA standards of medical practice
- **Personalized support:** glucose control, diet, activity, and lifestyle management
- **Unlimited access:** including live, over-the-phone coaching sessions
- **24/7 support:** Diabetes Response Specialists reach out for acute high or low glucose events



# Diabetes Response Specialists

**24/7**

Remote monitoring for  
glucose readings out of  
normal range

**99.96%**

Response rate  
within 3 minutes

Follows physician provided recommendations to  
stabilize and help Member return to target range





# Registration

## Multiple Ways to Join

- Online Registration:  
[get.livongo.com/STATEOFVERMONT](https://get.livongo.com/STATEOFVERMONT)
- Member Support Call Center: (800) 945-4355
- Client Specific Registration Code:  
**STATEOFVERMONT**

## Information Gathered

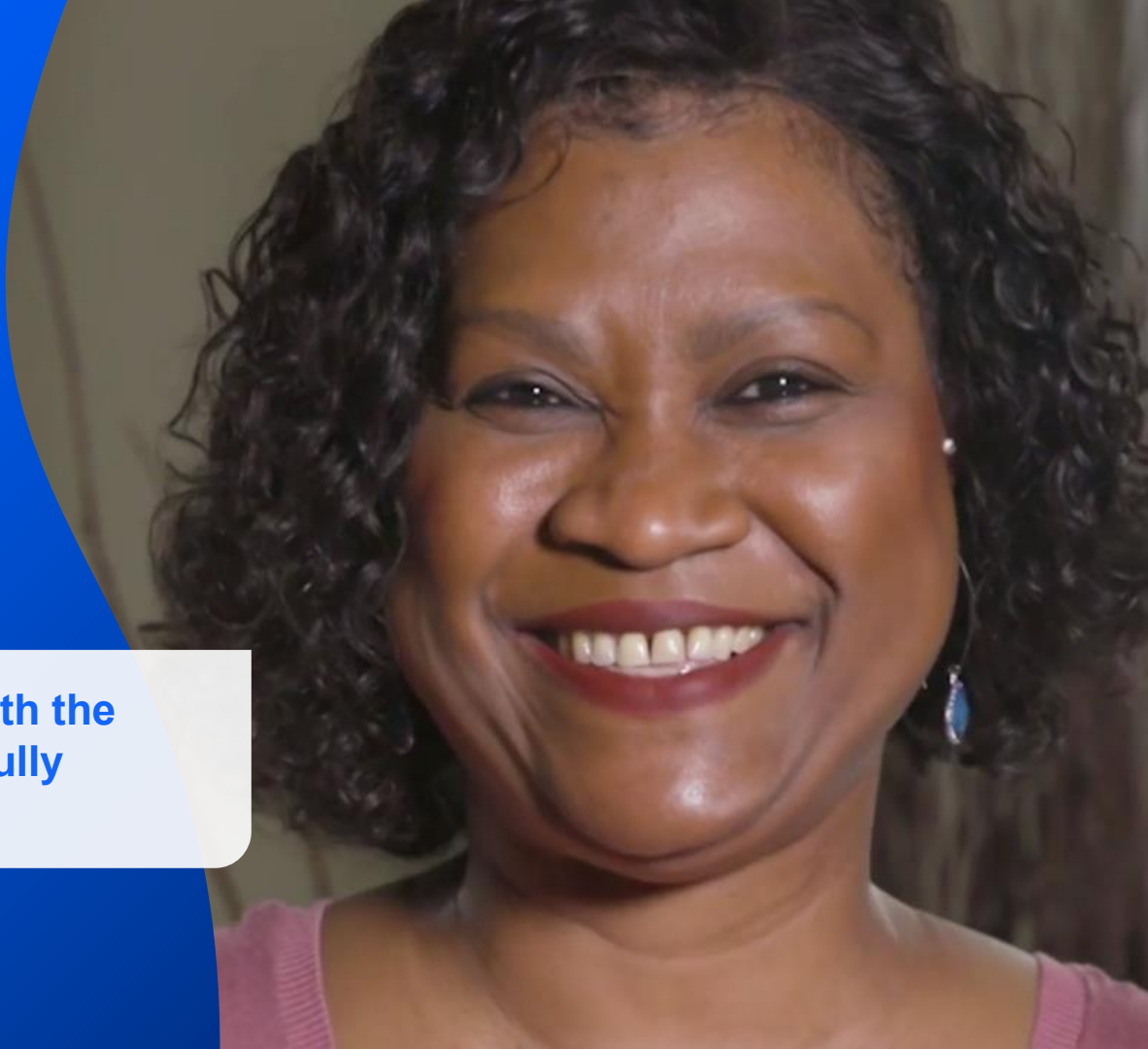
- Personal Information: Name, Address, Email, Password
- Insurance information: Group & Member ID to validate eligibility
- Health Profile: To create a tailored experience from the start of the program

# Shawn

Mom + Executive Assistant + Cook

*"I was in total shock and depressed a lot when I was diagnosed. I didn't know what to do."*

**"I now start and end my day with the information I need to successfully approach my diabetes"**



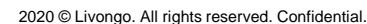


powered by technology,  
guided by humanity.™

Thank you.

# Appendix

## Send reports directly to care team with a few taps



# Livongo App: A Unified Multi-Condition Experience

- **One unified app experience** whether Member has one or multiple conditions
- See **glucose patterns and trends** along with activity and other biometric data
- **Easy access** to coaching, supplies, and support

